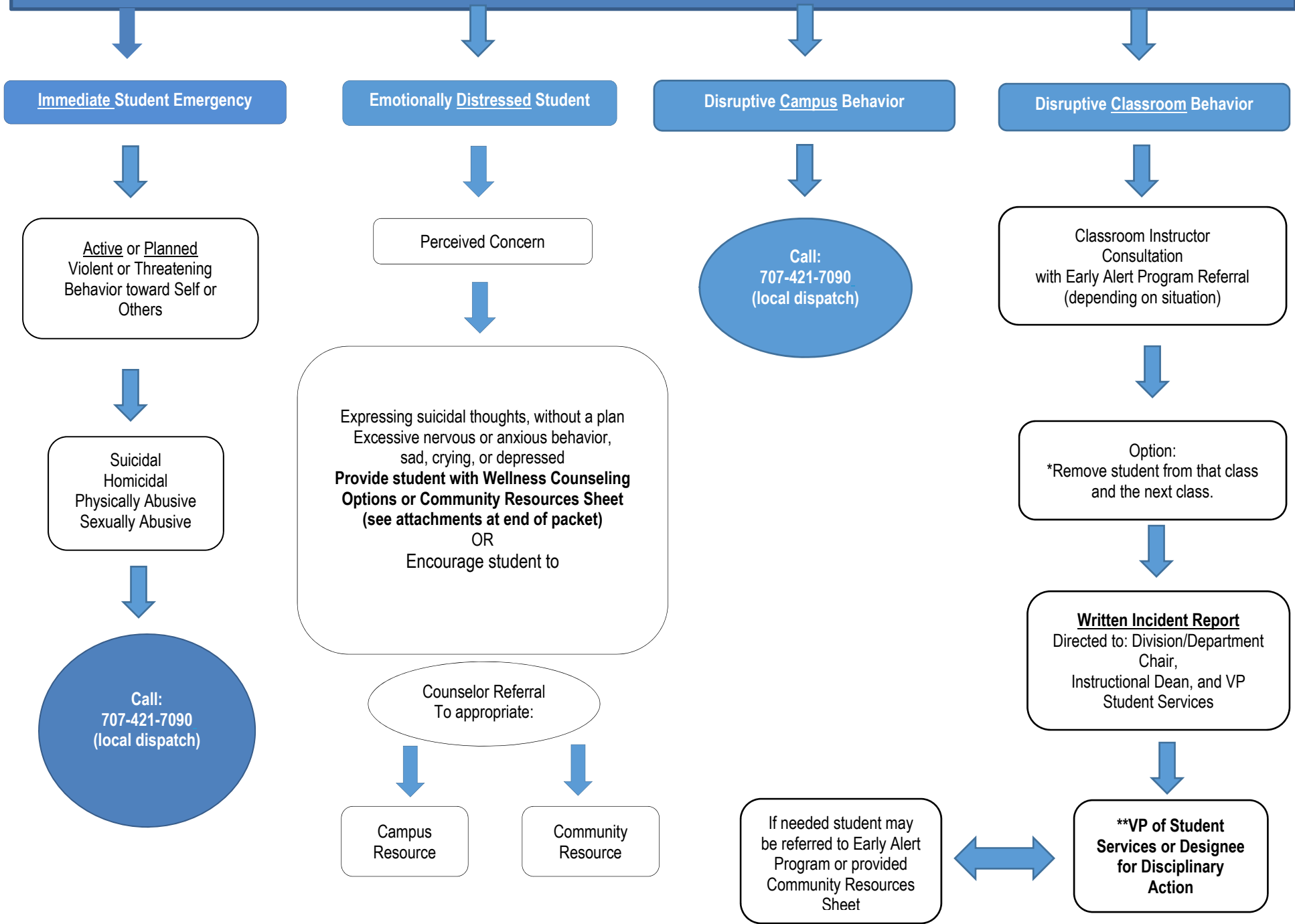


Assisting Emotionally Distressed Students Guidelines for Faculty and Staff at Solano Community College

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SOLANO COMMUNITY COLLEGE Procedure for:



*See State of CA Education Code definition for Faulty removal of students from class for “good cause”.

**Disciplinary action may occur through official warning (documentation), written probationary contract, expulsion or suspension

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Role of Faculty/Staff

Faculty/Staff are in an excellent position to observe and recognize behaviors and emotions that are troubling students. A student's behavior, especially if it is changed from previous interactions, may be a subtle or unconscious "cry for help." The ability to recognize the signs of emotional distress and a willingness to listen and express those concerns to students are important first steps in assisting students in distress. **You are only expected to reach out to a student in trouble and direct her/him to a more appropriate referral, be it to a Wellness Counselor, TimelyCare Services, Early Alert Program, external resources or the Department of Public Safety.**

TimelyCare Faculty/Staff Consultation for Supporting Students

Connect with a TimelyCare professional and talk about how to best support and help your students' well-being. Faculty or staff can access this service if: they are concerned about a student's well-being; they are concerned about a student's grades or other declining performance.

Call 833-4-TIMELY 24/7/365

Crisis Intervention

Crises are personal difficulties or situations that immobilize and prevent people from using their customary methods of problem solving. **If the threat is imminent, you should call 707-421-7090 (local dispatch).**

Contact Emergency Services 707-421-7090 (local dispatch) for the following:

- Direct threat to others - physical assault or witness to an assault or accident
- Direct threat to self - suicidal/homicidal thoughts and impulses
- Physical abuse
- Sexual assault

Crisis Text Line-Free 24/7 and Confidential: Text "Courage" to 741741 OR Call/text 988

Referral to Wellness Services

Timely Care- Scheduled Counseling, TalkNow and Basic Needs Services

Students will be able to talk to a licensed provider from your smartphone or any web-enabled device. Licensed providers are available to offer mental health support via phone or secure video visits. Check out the FAQs below to learn more. All services listed below are FREE for enrolled students.

How can students access TimelyCare?

Students can go to timelycare.com/solano, **download the TimelyCare mobile app**, or find the TimelyCare icon in their canvas shell to register with their name and school email address. Students can then have visits from any web-enabled device – smartphone, laptop, or desktop. TimelyCare is available from anywhere in the United States.

Who can use TimelyCare?

Any Solano Community College student (with the exception of K-12 special admit students). Please note students will be required to create their account using their student (solano.edu) email address. For brand new students to Solano CC, a Solano email address isn't created until the census date of the class (approximately 3 weeks after the start of the class for 18-week semester courses and approximately one week after the start of class for 8-week courses).

What services are available?

There are four services available:

- *TalkNow*: 24/7, on-demand access to a mental health professional to talk about anything at anytime
- *Scheduled Counseling*: scheduled options to speak to a licensed counselor (up to **12** visits per year)
- *Basic Needs*: Access to low or reduced-cost community resources that provide food and housing assistance, transportation, help paying bills, legal services and more.
- *Group Sessions*: Weekly Guided Meditation and Yoga Group Sessions, plus specialized discussions throughout the year.

Wellness Counseling (mental health therapy consisting of 5-8 sessions) will be provided **at the Fairfield Campus** by National University's JFK School of Psychology PsyD or Master's degree recent grads or current students. They will be supervised by NU clinically licensed faculty as they accrue hours toward therapist licensure. For more information go to: <https://tinyurl.com/sccwellness>

Referral Process

- Referrals for this service are submitted online through a secure portal at: <https://tinyurl.com/wellnesscounseling>
- JFK Wellness Counselor will contact the student directly to assess needed services and set up appointments

What Can Wellness Clinical Trainees/TimelyCare Therapists Help Students With?

Test Anxiety	Managing work, family and school responsibilities	Acclimating to College life (e.g. organizational skills, course load management)	Cultural and Familial Issues
Relationship Issues	Life transitions	Conflicts and/or exploration of Identity	Issues relating to LGBTQ identity
Housing issues/homelessness/unemployment	Substance use (personal or familial)	Trauma/PTSD	Crisis, Self/harm, suicide (not crisis counselors)
Abuse/DV/IPV	Grief/Loss	Anxiety	Depression
Academic Underachievement	Classroom behavioral issues	Acting out behaviors	Social interaction issues
Family crisis	Low self-esteem	Divorce/separation	And More!

****Please note, wellness counseling is NOT for immediate crisis situations. If you feel the student is an immediate danger to self or others, please call 707-421-7090 (local dispatch) ****

Referral to Counseling Services

Solano Counselors can provide referral information for wellness services during Express Quick Question Hours (10:30 am – 1:00pm, Mon. – Fri. and 3:00 pm – 5:00pm, Mon-Thurs.). Please feel free to call 707-864-7101 or wellness@solano.edu with the student's name, ID# and brief description of concern and the students will be placed into our Express queue for a follow-up call by a Solano Counselor.

Referral to Early Alert Program

The Early Alert program is under the Dean of Academic Support Services. Focus is on Level 1 Concerns (Attendance/Lateness, Late/Missing Assignments, Poor exam/quiz scores, lack of classroom engagement/motivation, or poor study skills/time management/preparation).

Faculty may submit an Early Alert form (at end of document) to early.alert@solano.edu or call 707-864-7000, ext. 4440.

- Pro-active, coordinated support services for students
- Resource for faculty and staff
- Follow through to get students 'back on track'

What does the process of Early Alert look like?

<p>Step 1- Starting Point</p> <ul style="list-style-type: none"> ● Faculty may phone x 4440 with inquiries, OR ● Submit an Early Alert Referral Form to early.alert@solano.edu 	<p>Step 4 - Referral to Other Service Department</p> <ul style="list-style-type: none"> ● EA notifies relevant student service/program ● Services Log: data tracking of student’s participation
<p>Step 2 - Referral Process</p> <ul style="list-style-type: none"> ● EA notifies student within 24 hours ● Intake meeting with student is scheduled ● Referral Notification to faculty/staff ● Courtesy Notification to other programs of mutual student 	<p>Step 5 - Closing the Loop</p> <ul style="list-style-type: none"> ● EA follows up with Closure Meeting with student to: <ul style="list-style-type: none"> ○ Close gap ○ Additional services
<p>Step 3 - Admissions Process</p> <ul style="list-style-type: none"> ● Admissions Questionnaire ● Services and resources are discussed with student 	<p>Step 6 - Final Notification & Data Capture</p> <ul style="list-style-type: none"> ● Early Alert distributes the finalized documentation to appropriate stakeholders ● Early Alert files student record for data collection ● Early Alert sends final notification to faculty/staff referrer with final summary outcome

General Guidelines for Intervention

Acknowledge to students that you are aware of their distress, that you are sincerely concerned about their welfare and that you are willing to help them.

What to Do:

- Request to see the student in private if you are in your classroom. This can help minimize embarrassment and defensiveness.
- Alternatively, meet student in an open space (but with few people around), if you are concerned about personal safety.*
- Briefly acknowledge your observations and perceptions of their situation and express your concerns directly and honestly. Comment directly on what you have observed, not what you think it means.
- Listen carefully to what the student is troubled about and try to understand the issue from her/his perspective, without necessarily agreeing or disagreeing. Simply listen. Don’t judge or provide opinions.
- If the concern is academic, problem solve as you can and then refer to appropriate academic support resources.
- Record your observations after the meeting.

**Offices and departments are encouraged to develop an “emergency code word” (Ex.: “Let me call my assistant to get the red folder with that info”) “Red folder” would notify the other employee that assistance is needed.*

What Not to Do:

- Do not immediately reject the person’s demands. Allow the student to vent.
- Do not challenge, intimidate, or dare the person. Never belittle the person or make her/him feel foolish.
- Don’t do anything that makes you feel uncomfortable.

Some Behaviors that Indicate Distress

- Inability to concentrate
- Confusion
- Persistent worrying
- Social isolation
- Increased irritability
- Bizarre behavior
- Missed classes
- Missed assignments
- Procrastination
- Dangerous behavior
- Restlessness
- Disheveled appearance
- Mood swings
- Indecisiveness
- Depression
- Anger issues
- Abuse issues
- Self-esteem issues
- Eating Disorders
- Test Anxiety

The following are some examples of distress that students experience and how you can respond. The following information is intended to broaden your knowledge only, it is not intended as an in-depth assessment or diagnosis tool.

The Student Who is Depressed

Students who are depressed tend to be quiet and non-disruptive. Symptoms of depression include low self-esteem, withdrawal, difficulties with eating and sleeping, and lack of interest in and energy for daily activities. A student who seems less attentive and involved than he/she has been in previous class sessions may be suffering from depression.

What to Do:

- Be alert to excessive isolation and lethargy in a student, particularly a change from usual behavior.
- Communicate your concern in a private location, provide information on on-campus and off-campus resources.
- Alternatively, refer student to Counseling Services for Counselors to provide referral information or to direct student to Wellness Counseling referral.

What to Avoid:

- Do not give advice statements like “Don’t worry, everything will be OK” or “Crying won’t help. You’ve just got to pull yourself together.”
- Don’t minimize or discount the significance and intensity of the student’s feelings.
- Never discount a threat of suicide. Again, if you suspect the student may be contemplating suicide, contact the Dept. of Public Safety.

The Student Who is Anxious

Anxiety is normal response to a perceived danger or threat to one’s well-being. Regardless of the cause, the resulting symptoms may include rapid heartbeat, chest pain, dizziness, sweating, trembling or shaking, and cold, clammy hands. The student may also complain of difficulty concentrating, always being “on the edge,” and having difficulty making decisions or being too fearful to act. In rare cases, a student may experience a panic attack.

What to Do

- Let them discuss their feelings and thoughts. Often this alone relieves a great deal of pressure.
- Provide reassurance
- Remain calm
- Be clear and directive
- Provide a safe and quiet environment until the symptoms subside or someone else can help the student.
- Refer to Wellness Counseling or other community services

What to Avoid:

- Do not minimize the perceived threat to which the student is reacting.
- Do not take responsibility for their emotional state.
- Do not overwhelm them with information or ideas to “fix” their condition.

Campus Disturbances

If a person is violent (has a weapon, fighting) immediately call the Emergency Services 707-421-7090 (local dispatch).

Disruptions in the Classroom, During Campus Activities or Events, or Elsewhere On Campus

- Person is disruptive
- Behavior is inappropriate
- Person is angry, acting out verbally, threatening and/ or potentially violent.

What to Do:

- Talk to person privately, commenting on behavior.
- Set limits on behavior. Example: “You cannot continue in this class if this behavior continues.”
- Begin documentation for your records
- If behavior has changed from the past and continues, show concern and inform the person of assistance that is available, directing the student to Wellness Counseling, community resources, or the Counseling Department.
- Call the Dept. of Public Safety 707-580-6526
- Inform your Dean and/or the V.P. of Student Services 707-864-7159

The Student Who is Verbally Aggressive

Some students can become verbally aggressive when confronted by situations which they feel are beyond their control. It is important to remember that the student is generally not angry with you personally.

What to Do:

- Acknowledge their anger and frustration, e.g. “I hear how angry you are.”
- Be aware of your personal safety, e.g. leave the door open or talk privately in a public place.
- Suggest the student meet with you after class to talk about what is upsetting her/him while also letting the student know you are not willing to accept his/her verbally abusive behavior. Be directive and firm.
- Allow the student to tell you what is upsetting her/him to the degree to which you are comfortable.
- Attempt to help the person problem-solve and deal with the real issues when they become calmer.
- Refer to Counseling Services for Wellness Counseling referral as appropriate.

What to Avoid:

- Do not get into an argument or shouting match, nor press for an explanation or reasons for behaviors.
- Do not ignore the situation. Be as attentive as you can.
- Do not touch the person.
- Do not enlist others to help “quiet down” the student.

The Student Who is Experiencing Online and/or Phone Harassment

The unwanted communications are often constant, filled with disturbing and inappropriate content, and do not cease despite the sender having been asked to cease contact.

What to Do:

- If the person is receiving death threats or believe that she/he is in immediate danger, call 707-421-7090 (local dispatch).
- If the communication or contact is happening from a current student or on-campus contact the Dept. of Public Safety 707-580-6526 and the V.P. of Student Services 707-844-7159.

What the Person Who is Being Harassed by Phone or Online Can Do:

- The person feeling harassed must clearly tell that person to stop. Simply say something like, "Do not contact me in any way in the future." Save a copy of the message(s).
- Do not destroy or delete any evidence. SAVE EVERYTHING.
- If the person receives phone calls from the harasser, have the person contact her/his local phone company to obtain assistance to have the phone callstraced, if unknown. If known, use the phone settings to block the call.
- If the person is harassed in through any type of social media, chat or other online medium the person should read the terms of service and harassment policies. The person should notify the contact address of the service.
- If the person is harassed by email, the person needs to complain to the sender's ISP and the email service used to send the messages.

Faculty Removal of Student from Class for "Good Cause"

The California Ed Code (Section 76033) gives general definition of student behavior and offenses which are considered "good cause" for removal from class on the day of the offense (and the next session if warranted).

- Continued disruptive behavior, continued willful disobedience, habitual profanity or vulgarity, or the open and persistent defiance of the authority of, or persistent abuse of, college personnel.
- Assault, battery, or any threat of force or violence upon a student or college personnel.
- Willful misconduct which results in injury or death to a student or college personnel or which results in cutting, defacing, or other injury to any real or personal property owned by the district.
- The use, sale, or possession on campus of, or presence on campus under the influence of, any controlled substance, or any poison.
- Willful or persistent smoking in any area where smoking has been prohibited by law or by regulation of the governing board.
- Persistent, serious misconduct where other means of correction have failed to bring about proper conduct.

Things not considered "good cause" include such things as poor hygiene, strange behavior or bad manners.

Faculty may not drop/dis-enroll a student at any time from their class for "bad behavior".

After identifying the basis for removing a student from class, the instructor must inform the student of the reason for the removal. The instructor may then remove the student for the current class and the next class (two class sessions maximum). This action must be reported to the Vice President of Student Services on the day of the removal. The Vice President of Student Services will request a report and documentation of the reason for removal. The Vice President of Student Services will contact the student to meet and seek to resolve the situation and, if possible, return the student to class. It is important to keep written notes of the incidents, meetings and class removals to document the case for disciplinary action.

Additional information about the Code of Conduct and due process can be found in the Solano College Catalog.

Acknowledgement: Content taken from guidelines created by Mission College, West Valley College, and Los Medanos College



Academic Support Services

EARLY ALERT REFERRAL FORM

Early Alert is an intervention program designed to increase retention and improve the success rate of students in the classroom. The program aims to support faculty and staff to identify any issues that may impact student persistence or achievement.

The **Early Alert Referral Form** allows faculty and staff to notify the Targeted Academic Persistence (TAP) Team with specific information leading to the early intervention and follow-up with student who is struggling academically.

If you have any concerns about a student who is in your class or has come to your office please fill out the following referral information and email to early.alert@solano.edu. Please feel free to use this form **at any time** during the academic semester.

This information is confidential and will only be used internally by the TAP/Early Alert Team to assist the specific student. Once a referral is made you will be contacted by the TAP/ Early Alert Team with an appropriate update.

Faculty/Staff Information

Name: _____ Phone: _____

Course Title: _____ Course CRN: _____

Campus Department (if applicable): _____

Student Information

Name: _____ I.D.: _____

Phone: _____ Email: _____

Please check appropriate area(s) of concern:

- | | |
|---|---|
| <input type="checkbox"/> Attendance/ consistent lateness | <input type="checkbox"/> Classroom behavior (participation, motivation, disruption) |
| <input type="checkbox"/> Late/ missing assignments | <input type="checkbox"/> Study skills/ time management/ academic preparation issues |
| <input type="checkbox"/> Poor exam or test scores | <input type="checkbox"/> Food or housing insecurities |
| <input type="checkbox"/> Known issues outside the classroom | |

Please provide any other information you feel is useful for the TAP Team:

Before submitting this referral form, please communicate with the student your intentions of making an Early Alert notice.

- The student is aware of my referral to Early Alert

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Mental Health and Wellness Community Resources

ON-CAMPUS SERVICES

Counseling Services Front Desk (Academic, Career and referrals for personal counseling) – 707-864-7101

Phone Front Desk Hours: Monday-Thursday 8:30 am-4:30 pm & Friday 8:30 am-3 pm

In-Person JFK Wellness Counselor Appointment Referral Online Form: <https://tinyurl.com/wellnesscounseling>

CAMPUS SUPPORTED MENTAL WELLNESS SERVICES

Timely Care- Scheduled Counseling, TalkNow and Basic Needs Services

Students will be able to talk to a licensed provider from your smartphone or any web-enabled device. All services listed below are FREE for enrolled students (with the exception of K-12 special admit students).

How can students access TimelyCare?

Students can go to timelycare.com/solano, download the [TimelyCare mobile app](#), or find the TimelyCare icon in their canvas shell to register with their name and *school* email address. Students can then have visits from any web-enabled device – smartphone, laptop, or desktop. TimelyCare is available from anywhere in the U.S.

What services are available?

There are four services available:

- *TalkNow*: 24/7, on-demand access to a mental health professional to talk about anything at anytime
- *Scheduled Counseling*: scheduled options to speak to a licensed counselor (up to **12** visits per year)
- *Basic Needs*: Access to low or reduced-cost community resources that provide food and housing assistance, transportation, help paying bills, legal services and more.
- *Group Sessions*: Weekly Guided Meditation and Yoga Group Sessions, plus specialized.

COMMUNITY MENTAL WELLNESS SERVICES

Solano County Mental Health Access Line (800) 547-0495

Solano County 24 Hour Crisis Line (707) 428-1131

Solano Pride Center (707) 389-4520 (LGBTQ+ community individual and group therapy)

Aldea Children & Family Services (707) 427-1845

Napa County Crisis and Stabilization Unit: 707-253-4711

Sonoma County Community Mental Health Centers, multiple locations (707) 565-6900

Sonoma County 24-Hour Crisis Services: (707) 576-8181, Crisis Stabilization Unit

Sonoma County 24-Hour Access Line (707) 565-6900 or (800) 870-8786

Wellness and Advocacy Center: 2245 Challenger Way #104, Santa Rosa, CA 95407 (707) 565-7800

Sentio Counseling Center, www.sentiocc.org; (323) 300-4316; fees: Sliding scale, \$30-\$95, average fee is around \$35/hr; All telehealth; Specialties: Depression, anxiety, trauma/PTSD, stress, issues of oppression/marginalization, life transitions, relationships, sleep, self-esteem

988 Crisis Hotline – call or text for assistance

SEXUAL ASSAULT

Bay Area Women Against Rape: (510) 845-7273, Vallejo (707) 644-7273, Fairfield/Vacaville 707-422-7273

SafeQuest Solano: 24 hours hot line (866) 920-2952 or business (707) 422-7345

Solano County Office of Family Violence Prevention: hot line (707) 784-3267

FOOD-CLOTHING-SHELTER (Also: Call 211 from phone, or www.211bayarea.org)

Solano County:

Resource Connect Solano: (707) 652-7311 Assessment and personalized referral service for housing needs

Christian Help Center Church: Vallejo (707) 553-8192

Emergency Shelter/Bed Hotline: (800) 843-5200

Food Bank of Contra Costa and Solano: (707) 421-9778

Interfaith Council (Solano/CoCo): (925) 933-6030

Shelter Solano: (707) 422-1011

Opportunity House (Vacaville): (707) 447-1988

SNAP Supplemental Nutrition Assistance Program: California (877) 847-3663

Solano Community Resource Center: (707) 746-4352

SPCA Haven of Solano County: (707) 448-7722

St. Mark's Lutheran Church Fairfield: (707) 422-4741

St. Mary's Catholic Church Food/Groceries: (707) 448-2390

Napa County: The Hope Center-Abode Services (Napa): (707) 259-8133

Sonoma County:

Friends in Sonoma Fish Helping: Sonoma (707) 996-0111

COTS Mary Issak Center: Petaluma (707) 765-6530

St. Vincents de Paul Society: Rohnert Park (707) 584-1579

Sonoma Overnight Support: Sonoma (707) 939-6777

Salvation Army: Petaluma (707) 769-0716

Alameda County:

Alameda County 211: 1 (888) 886-9660

Eden Information & Referral (Alameda Cty): (510) 537-2552 or 1(800) 273-6222

San Francisco/Santa Rosa/Marin Counties:

Catholic Charities (Santa Rosa): (707) 528-8712

Huckleberry Youth (up to 21 & 24 yrs): (415) 258-4944 (Marin); (415) 621-2929 (SF)

Jazzie's (LGBTQ Shelter – SF): (415) 869-7977

MSC (SF – Drop in Shelter): (415) 597-7960

Yolo County: Yolo Hospice: (800) 491-7711 or (530) 601-5756

DOMESTIC VIOLENCE/CHILD ABUSE/TEEN ABUSE/ELDER ABUSE/SEXUAL ASSAULT

SafeQuest Solano: Crisis Hot Line 24 hours: (866) 920-2952 or business (707) 422-7345

Empower Yolo (Woodland/Davis): Hot line 24 hours (530) 662-1133 or business (530) 661-6336

Fairfield Domestic Violence Response Team: (707) 428-7770

Napa Emergency Women's Services (NEWS): (707) 252-3687

SAFE (Sanctuary in Abused Family Emergencies): Vallejo (707) 647-0470

Solano County Family Violence Intervention Team (FVIT) Victim Resource Specialist: (707) 784-1316

Solano Women's Crisis Center: Fairfield (707) 425-3422

Travis Air Force Base Family Advocacy Office: (707) 423-5168

Vacaville Family Investigative Response Services Team (FIRST): (707) 469-6600

YWCA Sonoma County - 24/7 Domestic Violence Crisis Hotline 707-546-1234

Domestic Violence Services located at the Family Justice Center

2755 Mendocino Ave., Santa Rosa, CA 95403

Phone: (707) 546-9922 | Fax: (707) 546-9928

SUBSTANCE ABUSE

Solano County substance Abuse: (707) 784-2220

Adolescent Outpatient Treatment: Fairfield Healthy Partnership (707) 425-1799, Vallejo ANKA Behavioral (707) 558-8195

Recover - Students with Medi-Cal are able to access counseling, psychiatric and medical care, and case management services at no cost. Phone (858) 208-0121 or booking an intake call at

www.letsrecover.com/enroll.

VETERANS/MILITARY

Crisis Line: (800) 273-8255 press 1

Homeless Veterans: 24 hours/7 days (877) 424-3838

Solano County Veterans Services: 707-784-6590 Chat with VCL

County of Sonoma Human Services Veterans Services Office: Santa Rosa (707) 565-5960

More Extensive Listings of Health and Wellness Resources:

- Bay Area Health and Human Services: <http://www.211bayarea.org/> (or call: 211)
- Food Resource Directory: <https://www.foodbankccs.org/frdcc>
- 311 San Francisco Homeless Resources: <https://sf311.org/homeless-issues-all-matters>